# STATE SUPPORT FUNCTION (SSF) ANNEX 7 RESOURCE SUPPORT

VTSEOP September 30, 2009

PRIMARY: Department of Buildings & General Services and Agency of Human Services, VT Commission on National & Community Service

SUPPORT: Agency of Administration; Agency of Human Services; Agency of Transportation; Department of Forests, Parks and Recreation; Department of Health; Department of Human Resources; Department of Public Safety, Division of Emergency Management and Homeland Security Unit; Department of Tourism & Marketing; Office of The Adjutant General, VT National Guard; American Red Cross; VT Food Bank; VT VOAD; Vermont Association of Hospitals and Health Systems

#### I. INTRODUCTION

- A. Disasters can close normal resource channels, deplete vital commodities, impact response capabilities, and place high demand on specialized personnel.
- B. SSF-7 will have methods and procedures to evaluate, locate, procure, and through coordination with SSF-1, deliver essential material and personnel resources upon request by state and local officials.
- C. In addition to procurement of resources as described above, State assistance under this function consists of two other components: donated goods and volunteer services. Donated goods consist of commodities provided by public and private sources without charge to the government. Volunteer services consist of assistance provided by personnel without charge to the government.
- D. Historically, the public has responded to disasters with offers of donated goods and volunteer services. In large-scale disasters, public response is often significant and the scope of this function is to manage the volume of this assistance and ensure the expeditious delivery of donated goods and volunteer services to the affected area.
- E. An emergency or disaster may deprive substantial numbers of people of access to food and water or the means to prepare food. In addition, commercial food and water supplies and distribution networks may be substantially disrupted due to partial or total devastation of food products stored in the affected area. There also may be disruption of energy sources (e.g., electricity and gas) causing most commercial cold storage and freezer facilities to be inoperable in the affected areas. The emergency or disaster may also cause the loss of access to safe and sufficient public water supply.
- F. On the fringes of the affected areas, schools and small institutions with food inventories could be used to begin the feeding of disaster victims. An effective feeding operation must be immediately initiated, to include obtaining appropriate U.S. Department of Agriculture (USDA) food supplies, arranging for transportation of those food supplies to designated staging areas within the disaster area, and requesting the Disaster Food

Stamp Program as required. USDA food supplies secured and delivered will be suitable for either household distribution or congregate meal service as appropriate. Transportation and distribution of USDA food supplies to the affected areas will be coordinated by the Agency of Human Services and Department of Education with the support of SSF 1 (Transportation). Priority will be given to transportation of critical supplies of USDA food into areas of acute need.

#### II. MISSION

This State Support Function is responsible for providing personnel, logistical and resources support to state and local emergency response and recovery efforts. Support includes, but is not limited to: locating, procuring, and issuing resources (facilities, furniture, office equipment, airline tickets, vehicles, cargo trucks, fuel, lodging, power generation equipment, communications gear, etc.) necessary to support response and recovery efforts which are not readily available in a cost efficient manner from other state agencies or existing state resources.

Additionally, to serve as central point for the coordination of the operations of the State's donations management program to include providing information to the public on the most appropriate methods for donating; properly and efficiently handling donations of goods and services; and assisting voluntary disaster relief agencies, as needed, in their donations, storage and distribution functions. Also accomplish coordination for the effective utilization of unaffiliated volunteers offering services during the emergency.

#### **III. CONCEPT OF OPERATIONS**

- A. The Department of Buildings & General Services, is responsible for all SSF-7 administrative, management, planning, preparedness, mitigation, response, and recovery activities to include developing, coordinating and maintaining the SSF-7 Standard Operating Procedures (SOP). All SSF-7 supporting agencies will assist the Department of Buildings & General Services, in the planning and execution of the above.
- B. The Director of the Vermont Emergency Management Division (VEM) shall act as the principal advisor to the Governor on emergency resource management activities and shall act on behalf of the Governor in coordinating the emergency resource activities between State Support Functions (SSFs).
- C. The primary source of equipment, supplies, and personnel shall be from existing state-owned resources and local sources outside the impacted area. Support, which cannot be provided from these sources, will be obtained through commercial sources and/or donated resources. Logistical support necessary to save lives will receive first priority.
- D. The SEOC Operations Section will task donated resources first to fill requirements. In the event that no donated resource is available to match the need, the request is directed to SSF-7 for fulfillment.
- E. The Department of Buildings & General Services will provide the foundation and is responsible for assisting in procurement activities necessary to support the emergency

- operations of state agencies. To the extent practical, state contracts will be established with local vendors to ensure expedient emergency purchases.
- F. All procurement will be made in accordance with current state laws and regulations. All procurement actions made at the request of state agencies in support of the VTEOP will be in accordance with state statutory and administrative requirements and will be accomplished using appropriate state procurement and reimbursement procedures.
- G. SSFs requiring assistance in procuring needed items will contact SSF-7 which will locate a source, a point of contact, a price and a schedule by which the material will be available.
- H. SSF-7 will coordinate with SEOC Operations to determine an estimate of the number of people that may be affected in order to assess the amount of food needed to meet the anticipated demand. Warehouse inventories will be tabulated and if additional food supplies are needed, SSF-7 will obtain and coordinate the transportation of such supplies to the disaster or staging area.
- I. SSF-7 will gather information from food services member agencies and organizations concerning their operational response, USDA food supplies, and USDA food requirements, location of established staging areas and feeding sites, and any problems. SSF-7 will, as required, compile a report, which will be provided to the SEOC and the member agencies/organizations of the food services.
- J. Offers of donated goods and volunteer services will be received via a toll-free telephone number by operators in the Call Center. Individuals will be encouraged to donate cash to local organizations of their choice. Under certain circumstances donated goods and volunteer services may not be accepted.
  - 1. Donated goods: Normally, donated goods (non-food items) will be delivered to a central warehouse managed by BGS. Pre-certified state and local groups, as well as volunteer organizations will be allowed to request donated goods directly from the warehouse. Goods may be delivered upon request from the warehouse to a local reception center. All food donations will be delivered to the VT Food Bank warehouse or upon the direction of VT Food Bank, delivered to other affiliated food banks in the state as necessary. Food will be distributed by VT Food Bank in accordance with their Disaster Relief Plan. See SSF-6 Annex and SOP.
  - Volunteer Services: The VT Commission on National & Community Service will
    manage requests for volunteer services. This cell will also decide the usefulness of
    donated goods that do not appear on the pre-approved list of "needed" and "not
    needed" goods.

#### K. Local Government Coordination

1. Local governments shall develop procedures to certify and maintain a list of local relief agencies, areas, districts, municipalities, etc. to request available support.

- 2. Local governments shall be responsible for coordinating support for implementation of donated goods and volunteer services including developing agreements with volunteer organizations.
- L. In coordination with, and support of, the State-Rapid Assessment & Assistance Team (S-RAAT), assess the situation (both pre- and post-event), and in coordination with local emergency management officials, develop strategies to respond to the emergency.
- M. Under certain circumstances a statewide logistics system may be activated to ensure timely delivery of material and equipment into the disaster area. The system consists of one or more of the following components:
  - 1. Mobilization Center A designated location at which federal resources are received and pre-positioned for deployment to logistic staging areas, distribution points, or directly to an incident site. Federal Initial Response Resource (IRR) packages consisting of pre-stocked equipment (e.g., emergency generators and refrigerated vans) and supplies (e.g., food, water, and personal hygiene items) will usually be deployed to a mobilization center. Burlington International Airport has been identified as a potential mobilization center location.
  - Logistic Staging Areas (LSA) Designated state locations normally near the impacted area at which resources will be received, classified, and prepared for delivery to distribution points or directly to an incident site. Agency of Transportation maintenance facilities, throughout the state, have been identified as potential LSA locations.
  - 3. Distribution Points Designated locations normally in the impact area at which resources will be turned over to county authorities for distribution. State assets may be used to augment distribution point operations.

#### **IV. SSF ACTIONS**

#### A. Preparedness

- 1. Develop methods and procedures for responding to and complying with requests for resources.
- 2. Develop procedures for reimbursing private vendors for services rendered.
- 3. Develop lists of private vendors and suppliers and their available resources.
- 4. Establish pre-incident contracts where necessary to ensure prompt support from vendors during emergencies.
- 5. Develop and train SSF personnel on state emergency procurement procedures for acquiring supplies, resources and equipment.
- 6. Develop resource inventories based on hazard specific studies and corresponding likely resource requests by SSF.

- 7. Coordinate with United Way, VT Volunteer Organizations Active in Disasters (VTVOAD), or other relief organizations as necessary to maintain a listing of available support services and capabilities.
- 8. Maintain a SOP and a Memorandum of Understanding (MOU) with other organizations to include, but not limited to VT Food Bank.
- 9. Coordinate with Central Services Division to identify prospective staging area warehouses available for lease before an event occurs.
- 10. Develop procedures for the Decision Cell for responding to donor offers of donated goods and volunteer services.
- 11. Participate in state exercises and conduct, at least annually, an SSF-7 exercise to validate this annex and supporting SOPs. Involvement in actual incidents in which the SEOP is activated satisfies this requirement.
- 12. Develop a statewide logistics plan and coordinate with SSF-1 to support logistics operations.

## B. Response

- 1. Establish a resource tracking and accounting system, including management reports.
- 2. Assess initial reports to identify potential resource needs.
- 3. Identify procurement resources and potential facility locations in the disaster area of operations.
- 4. Provide data to the SSF 14 (Public Information) for dissemination to the public.
- Locate, procure, and issue to state agencies the resources necessary to support emergency operations to include coordination with Central Services Division to identify prospective staging area warehouses available for lease to replace damaged or destroyed facilities.
- 6. Coordinate support with the GSA Regional Administrator on all logistical support activities.
- 7. Execute statewide logistics plan and coordinate with SSF-1 (Transportation) to support logistics operations.
- 8. Coordinate with VT National Guard to develop procedures for deploying state military department personnel in support of emergency operations at warehousing facilities, staging areas, and other areas where the need exists.
- 9. Activate the VT Donated Goods and Volunteer Services Management System as directed by SEOC Operations Section Chief.

- 10. Implement an MOU with VT Food Bank, and other organizations as required.
- 11. Coordinate delivery of donated goods and volunteer services to the victims; maintain records of services being provided, the location of operations and requirements for support.
- 12. Ensure maintenance of accurate records of expenditures for State incurred expenses related to the delivery of services during emergency operations.

# C. Recovery

- 1. Continue to conduct procurement activities as long as necessary and until procurement needs have been met.
- 2. Provide recommendations to the SEOC Manager to determine appropriate distribution of remaining donated goods to State Agencies and/or volunteer groups.
- 3. Anticipate and plan for arrival of, and coordination with, FEMA ESF-7 personnel in the SEOC and the Joint Field Office (JFO). Through coordination with Central Services Division, assist FEMA in locating office space suitable for JFO operations.

#### D. Mitigation

- 1. Support and plan for mitigation measures.
- 2. Support requests and directives from the Governor and/or DHS, FEMA concerning mitigation and/or re-development activities.
- 3. Document matters that may be needed for inclusion in agency or state/federal briefings, situation reports and action plans.

#### V. RESPONSIBILITIES

- A. Department of Buildings & General Services
  - 1. Identify, train, and assign personnel to staff SSF-7 in the SEOC.
  - 2. Develop procedures for procurement of commodities and services, leasing of buildings and facilities, and facilities management. Provide staff support, as required.
  - 3. Develop procedures for the temporary loan and return of state equipment.
  - 4. Develop procedures for allocating resource support.
  - 5. Identify prospective staging area warehouses available for lease before an event occurs.

- 6. Provide a location for the Donated Goods and Volunteer Services Call Center, which will include adequate space, computers, Internet access, telephones, fax machines, copiers, and any other necessary equipment.
- 7. Maintain accurate records of personal services and operational expenditures related to the delivery of services during emergency operations.
- 8. Develop procedures to distribute remaining donated goods to State Agencies and/or volunteer groups.
- Coordinate with SSF 5 and the VT Commission on National & Community Service for the recruitment of representatives for the Decision Cell for Donated Goods and Volunteer Services.
- 9. In coordination with SSF 5, prepare a list of "needed" and "not needed" goods for Telephone Operators at the Donated Goods and Volunteer Services Call Center.
- B. Agency of Human Services, VT Commission on National & Community Service
  - 1. Identify, train and assign personnel to maintain contact with and prepare to execute missions in support of SSF-7 during periods of activation.
  - 2. Manage and develop procedures for the Donated Goods and Volunteer Services Decision Cell involving donated goods and volunteer services.
  - 3. Manage the callback process of notifying donors of decisions in regard to their offer of questionable donated goods and all volunteer services.
  - 4. Coordinate the linkage of requestors to donors of volunteer services. Requestors and donors of these services are responsible for arranging locations, accommodations, and times to report.
  - Coordinate with United Way, VTVOAD, and other relief organizations as necessary
    to provide Telephone Operators with an updated list of voluntary organizations'
    disaster response telephone numbers to refer all donors, specifically those with cash
    donations.
  - 6. Coordinate with United Way, VTVOAD, or other relief organizations as necessary to maintain a listing of available support services and capabilities. Communicate on a regular basis with VTVOAD Chairman and attend scheduled VTVOAD meetings.
- C. Agency of Administration
  - 1. Identify, train, and assign personnel to maintain contact with and prepare to execute missions in support of SSF-7 during periods of activation.
  - 2. Provide assistance in financial matters associated with the incident response, recovery and mitigation.

### D. Agency of Human Services

- 1. Identify, train, and assign personnel to maintain contact with and prepare to execute missions in support of SSF-7 during periods of activation.
- 2. Be prepared to provide personnel resources to support incident response and recovery needs. Provide personnel for telephone operators at the Donated Goods and Volunteer Services Call Center.

## E. Agency of Transportation

- 1. Identify, train, and assign personnel to maintain contact with and prepare to execute missions in support of SSF-7 during periods of activation.
- 2. Provide personnel and equipment to assist in offloading, receiving, handling, loading and transporting of materials to support logistics operations.
- 3. Provide facilities for warehousing and/or storage, as available.

# F. Department of Forests, Parks & Recreation

- 1. Identify, train, and assign personnel to maintain contact with and prepare to execute missions in support of SSF-7 during periods of activation.
- 2. Provide personnel and equipment to assist in offloading, receiving, handling, and loading of materials to support logistics operations.

# G. Department of Health

- 1. Identify, train, and assign personnel to maintain contact with and prepare to execute missions in support of SSF-7 during periods of activation.
- 2. Be prepared to identify and coordinate medical personnel and equipment resources to support incident response and recovery needs.

### H. Department of Human Resources

- 1. Identify, train, and assign personnel to maintain contact with and prepare to execute missions in support of SSF-7 during periods of activation.
- 2. Identify personnel resources from the pool of state employees to fill incident response and recovery needs.

#### I. Department of Public Safety

- 1. Emergency Management Division
  - a. Make notifications of supporting agencies as requested by the lead agency.

- b. Provide communications and equipment to support operations in the SEOC.
- c. Coordinate training of Donated Goods and Volunteer Services Call Center and Decision Cell.

#### 2. Homeland Security Unit

- a. Provide information to SSF-7 concerning Threat Condition Levels.
- b. Provide coordination for the implementation of protective actions or measures related any change in Threat Condition level.

# J. Department of Taxes

- 1. Identify and assign personnel to maintain contact with and prepare to execute missions in support of SSF-7 during periods of activation.
- 2. Provide personnel for telephone operators at the Donated Goods and Volunteer Services Call Center.

#### K. Touring and Marketing Department

- 1. Identify and assign personnel to maintain contact with and prepare to execute missions in support of SSF-7 during periods of activation.
- 2. Be prepared to support SSF 7 with information concerning available lodging for emergency workers and evacuees.

#### L. Office of the Adjutant General, VT National Guard

- 1. Identify, train, and assign personnel to maintain contact with and prepare to execute missions in support of SSF-7 during periods of activation.
- 2. Provide personnel and equipment to assist in offloading, receiving, handling, loading and transporting of materials to support logistics operations, as available.
- 3. Provide facilities for warehousing and/or storage, as available.
- 4. Provide support for Donated Goods and Volunteer Services Decision Cell.
- 5. Provide personnel at Welcome Centers to assist truck drivers of donated goods with information concerning location of BG&S warehouse, etc.
- 6. Provide State Liaison at the warehouse.

#### M. American Red Cross

1. Identify, train, and assign personnel to maintain contact with and prepare to execute missions in support of SSF-7 during periods of activation.

- 2. Be prepared to provide personnel for the Donated Goods and Volunteer Services Call Center and Decision Cell.
- 3. Be prepared to assist in the redistribution of donated goods after disaster needs have been met.

#### N. VT Food Bank

- 1. Identify and assign personnel to SSF-7 to maintain contact with and prepare to execute missions in support of SSF-7 during periods of activation.
- 2. Provide SSF-7 with addresses to the central VT Food Bank and other food banks in the impacted area and with directional maps for faxing to donors.
- 3. Be prepared to receive and warehouse donated food supplies.
- O. VT Voluntary Organizations Active in Disaster (VT VOAD)
  - 1. Identify and assign personnel to SSF-7 to maintain contact with and prepare to execute missions in support of SSF-7 during periods of activation.
  - 2. Coordinate with the VT Commission on National & Community Service and other relief organizations as necessary to maintain a listing of available support services and capabilities.
  - 3. Be prepared to assist in the receipt, storage and assignment of Donated Goods and Volunteer Services as designated by SSF 7.
  - 4. Be prepared to assist in the redistribution of donated goods after disaster needs have been met.
- P. Vermont Association of Hospitals and Health Systems
  - 1. Identify, train, and assign personnel to maintain contact with and prepare to execute missions in support of SSF-7 during periods of activation.
  - 2. Be prepared to assist in the identification and coordination of medical personnel, facilities and equipment resources to support incident response and recovery needs.

#### VI. FEDERAL INTERFACE

A. This annex is supported by ESF-7 (Resource Support) and the Volunteers and Donations Management Annexes of the National Response Framework. The General Services Administration (GSA) will be the mechanism through which the federal government provides procurement activities. All procurement will be made in accordance with current federal laws and regulations. Current laws and regulations authorize other than "full and open competition" under any "situation of unusual and compelling urgency."

- B. GSA is the central procurement authority for the federal government. All procurement actions made at the request of the federal agencies in support of the plan will be in accordance with GSA's statutory and administrative requirements and will be accomplished using the appropriate Department of Homeland Security (DHS), Federal Emergency Management Agency (FEMA) fund citation/reimbursement procedures, etc. The provision of the logistical support necessary to establish the response capacity of federal agencies will be the major element in the execution of this support function.
- C. The GSA Regional Administrator or Regional Emergency Coordinator (REC) is the regional ESF head. Normally, the REC will deploy a team to the State EOC as part of the Incident Management Assistance Team (IMAT). The REC is responsible for JFO location identification, deployment of Initial Response Resources (IRR) packages, and management of mobilization centers.
- D. SSF-7 will coordinate with Federal ESF-7 to obtain federal assistance as required.

# TAB A TO SSF ANNEX G (SSF-7) RESOURCE SUPPORT

			RESOURCE SUPPORT		
LEAD/ SUPPORT		LEAD			
Agency or Dept		Dept. of Buildings & General Services*			
	Rep		Contact(s)	Telephone	
	Primary		Gerry Myers, Commissioner	802-828-3519	
	Alternate		Bill Laferriere	802-828-3316	
	Alternate		John Jewett	802-241-3192	
Agency or Dept		Vermont Commission on National & Community Service*			
	Rep		Contact(s)	Telephone	
	Primary		Gretchen Berger-Waputi	802-241-4244	
	Alternate		Elizabeth Lepore	802-241-4244	
LEAD/ SUPPORT		SUPPORT			
Agency or Dept		Agency of A	Administration		
	Rep		Contact(s)	Telephone	
	Primary		Neale Lunderville, Secretary	802-828-3322	
	Alternate		Tom Pelham, Deputy Secretary	802-828-3322	
Agency or Dept		Agency of Human Services			
	Rep		Contact(s)	Telephone	
	Primary		Charly Dickerson	802-241-3106	
	Alternate		Robert Hofmann, Secretary	802-241-2220	
	Alternate		Patrick Flood, Deputy Secretary	802-241-2220	
	Alternate		Dave Stonecliffe	802-241-2510	
	Alternate		Scott Johnson	802-241-4556	
Agency or Dept		Agency of T	<b>Fransportation</b>		
	Rep		Contact(s)	Telephone	
	Primary		David Dill, Secretary	802-828-2657	
	Alternate		Alec Portalupi	802-828-3889	
	Alternate		Gary Schelley	802-828-0425	
	Alternate		Rob Gentle	802-828-2585	
Agency or Dept		American R	ed Cross		
	Rep		Contact(s)	Telephone	
	Primary		Tim Stetson	802-660-9130	
	Alternate		Chet Briggs	800-660-9130	
LEAD/ SUPPORT		SUPPORT			

Agency or Dept	Dept. of Forests, Parks, & Recreation			
Rep	Contact(s)	Telephone		
Primary	Jason Gibbs, Commissioner	802-241-3670		
Alternate	Lars Lund	802-786-3856		
Alternate	Steve Sinclair	802-241-3680		
Agency or Dept	Dept. of Health			
Rep	Contact(s)	Telephone		
Primary	Larry Crist, Director, Public Health Preparedness	802-863-7223		
Alternate	Dr. Wendy Davis, Commissioner	802-863-7280		
Alternate	Christine Finley, Deputy Commissioner	802-863-7281		
Alternate	Dr. Don Swartz, Medical Director	802-951-5181		
Agency or Dept	Dept. of Human Resources			
Rep	Contact(s)	Telephone		
Primary	Caroline Earle, Commissioner	802-828-5716		
Alternate	,Deputy Commissioner	802-828-3491		
Alternate	Tom Ball, Director	802-828-3642		
Alternate	Karin Tierney	802-828-3609		
Agency or Dept	DPS, Division of Emergency Management			
Rep	Contact(s)	Telephone		
Primary	Barbara Farr, Director	800-347-0488		
Alternate	Peter Coffey	800-347-0488		
Alternate	Ross Nagy	800-347-0488		
Agency or Dept	DPS, Homeland Security Unit			
Rep	Contact(s)	Telephone		
Primary	Captain Chris Reinfurt, Director	802-241-5357		
Alternate	Lt. Mike Manning	802-241-5095		
Agency or Dept	Office of the Adjutant General, Vermont National Guard			
Primary	Col. Ludwig Schumacher	802-338-3342		
Alternate	Major General Michael Dubie	802-338-3124		
Agency or Dept	Vermont Association of Hospitals and Health Systems			
Rep	Contact(s)	Telephone		
Primary	Jill Olson, VP Policy & Operations	802-223-3461		
Alternate	Mark Stanovich	802-223-3461		
Alternate	Dennis Malloy	802-223-3461		

# STATE OF VERMONT EMERGENCY OPERATIONS PLAN September 30, 2009

Agency or Dept VT VOAD

Rep Contact(s) Telephone

Primary Rev. Bill Elwell 802-453-2321

# TAB B TO SSF ANNEX 7 INCIDENT COORDINATION TEAM (ICT) ACTIVATION & IMPLEMENTING PROCEDURES – SSF-7

The attached procedure provides general guidance to the State Support Function (SSF) Lead or other Agency Representative who is designated to staff the appropriate position as a member of the Incident Coordination Team (ICT) in the Vermont State Emergency Operations Center (SEOC), when activated in response a minor, major or catastrophic incident affecting Vermont.

The SSF Lead or Agency Representative is the Secretary/Commissioner/Director or Senior Executive or is acting on their behalf when a member of the ICT in coordinating and providing agency support during an emergency requiring a state level response.

# UNUSUAL EVENT (Applies to a Vermont Yankee (VY) Event Only) or SITUATIONAL AWARENESS UPDATE

- Receive notification of VY plant status or expected/occurring incident not related to VY.
- Confirm notification by calling the designated 800#.
- Make any internal agency notifications, as appropriate.
- Report to the SEOC, if requested.

# ALERT, SITE AREA EMERGENCY, GENERAL EMERGENCY (Applies to Vermont Yankee Event) or ICT ACTIVATION (notification for a non – Vermont Yankee incident)

- Receive notification of VY plant status or expected/occurring incident not related to VY.
- Confirm notification by calling the designated 800#.
- Make any internal agency notifications, as appropriate.
- Report to the SEOC as soon a possible.
- Sign in at security desk of Department of Public Safety and obtain an identification badge.
- Report to Liaison Officer or Operations Section Chief and obtain an initial situational awareness briefing.
- Open the DisasterLAN daily action log & make appropriate entries concerning information received and actions undertaken.
- Ensure adequate staffing for 24-hour coverage. Confirm names and hours of liaison staff with appropriate agencies.
- Establish filing system (may include, but not limited to, status reports, situation reports, briefing papers, assignments/mission tasking, telephone rosters, daily reports, etc).
- Establish contact with forward deployed teams or other agencies, as required. Establish reporting times for all elements.
- Identify necessary additional staffing requirements and make those notifications or contact the Resources Unit Leader of the Planning Section.
- Be prepared to coordinate or identify resources to meet support requests in your area of responsibility.
- Prepare for periodic incident coordination team situational updates.
- · Conduct shift change briefings as needed.
- Retain all documentation developed in support of your activities.

# STATE OF VERMONT EMERGENCY OPERATIONS PLAN September 30, 2009

# **DEMOBILIZATION (Applies to all incidents requiring the ICT Activation)**

- Receive demobilization briefing from SEOC Director.
- Make any internal agency notifications, as appropriate.
- Retain all documentation developed in support of your activities and provide copies to the Planning Section Documentation Unit.
- Identify and update internal agency procedures, as needed.
- Make recommendations for changes to the ICT procedures or SSF Binders, as appropriate, and provide to the Planning Section Chief or SEOC Director.
- Provide additional after action comments to the VEM, Deputy Director, Preparedness & Planning as soon as possible or at a scheduled After Action Review.
- Document costs associated with the activation and provide to agency Financial Officer and the ICT Finance & Administrative Section Chief.

# TAB C to SSF ANNEX 7 (SSF-7) RESOURCE SUPPORT OPERATING PROCEDURES

#### I. PURPOSE

To describe the system of resource management during times of natural, technological or man-made disaster affecting the State of Vermont.

#### II. SITUATION

The State of Vermont prepared a plan for the management of essential resources in the event of a catastrophic situation that would require resource controls to provide the means for the State to act in immediate aftermath of a catastrophic event or disaster.

The material within this plan was developed using Vermont State government as the framework for special emergency organizations designed to carry out certain national and State programs considered essential to the recovery of Vermont and the continuity of government at all levels. The plan describes the systems to follow and identifies the actions to take for conservation and control of available resources. Major natural or man-made disasters requiring mobilization of State and private resources may result in the partial or total implementation of the plan.

Although this plan has been available since the last revision, the material remains valid and usable in time of extreme emergency. Many specific listings are part of Annexes to specific departments or agencies. This plan makes no effort to track the special nature of these resources or revise resources lists maintained by other agencies or departments.

#### III. CONCEPTS

The plan relies on the private sector, as well as the public sector, to perform voluntarily in time of an emergency. Overall guidance and direction over resources is exercised by a reorganized governmental structure composed of "Organizations" through the concepts contained in the section of the basic plan labeled "Continuity of Government". The private sector will continue to manage its plants, facilities and services in the best interest of the state and the furtherance of the common objectives for immediate survival and eventual recovery and restoration following a disaster. The full cooperation of volunteer organizations and citizens is expected under implementation of this plan.

#### IV. AUTHORITY

Title 20 VSA – Chapter 1 Model Executive Order – Delegation of Authority – to be executed when required. (Attachment #2)

#### V. RESOURCE CATEGORIES

This plan establishes eleven resource categories for use in the event of a disaster. Each category has a State Support Function (SSF) responsible for carrying out the function. The categories are:

- a. Construction and Housing (SSF #6 Mass Care, Emergency Assistance, Housing & Human Services)
- b. Economic Stabilization (SSF #5 Emergency Management)
- c. Electric Power (SSF #12 Energy)
- d. Food (SSF #6 Mass Care, Emergency Assistance, Housing & Human Services)Health Resources (SSF #8 Health & Medical Services)
- e. Industrial Production (SSF #5 Emergency Management)
- f. Manpower (SSF #7 Resource Support)
- g. Fuel (SSF #12 Energy)
- h. Transportation (SSF #1 Transportation)
- i. Telecommunications (SSF #2 Communications)
- j. Water (SSF #6 Mass Care, Emergency Assistance, Housing & Human Services) & (SSF #7 Resource Support when beyond Mass Care capacity)

#### VI. RESOURCE INVENTORY

To support the Vermont Emergency Resource Management Plan, Vermont Emergency Management encourages local jurisdictions to complete and maintain a resource inventory. Communities with Emergency Operations Plans (EOPs) should have resource inventories included within their plans. Resource inventories may also be available from local public works departments. Maintenance of current resource listings is best performed at the governmental level where the changes occur.

Capabilities recommended for listing in local resource inventories are:

a. Communications:

Base, mobile and portable radios etc.

b. Public Information Outlets:

Newspapers, radio and TV stations

c. Engineering Equipment:

Bulldozers, generators, wreckers, etc.

d. Fire and Rescue Equipment:

Ambulances, fire trucks, etc

e. Fiscal Institutions:

Banks, credit unions and finance companies

f. Health and Medical Resources:

Doctors, nurses, hospitals, pharmacies, orthopedic suppliers, etc.

g. Industrial Resources:

Employers, supplies, etc.

- h. Mortuary Facilities
- i. Police Organizations
- j. Public Utilities:

Electric, gas, sewage disposal, telephone, and water supplies

k. Public Works Resources:

Automotive repair, building contractors, electrical service, welding supply (oxygen/acetylene), hardware, etc.

I. Special Emergency Items:

Chainsaws, pumps, sandbags, generators, etc.

m. Supplies - Food and Agricultural Feed:

Grocery stores, wholesale distributors, feed stores, etc.

n. Supplies - Fuel:

Gasoline stations, fuel oil dealers, coal yards, wood dealers, etc.

o. Transportation:

Buses, trucks, 4-wheel drive vehicles, ATVs, snowmobiles, boats, etc.

p. Welfare Resources:

Churches, schools, motels, clubs and organizations, etc.

#### VII. STATE RESOURCE MANAGEMENT

Vermont Emergency Management (VEM) is located in the State Emergency Operations Center (EOC) in Waterbury, Vermont. During times of an emergency or disaster, SSF 7 (Resource Support) will coordinate the allocation of scarce resources employing the principles of the incident command system (ICS) from the state level or through the four (4) regional coordination centers, if activated.

If activated, each regional coordination center will receive, process and allocate resources available within that public safety district on a priority basis as determined by the regional coordinator in cooperation with individual incident commanders from the local communities. These resources may involve a combination of public and private supplies, equipment and personnel.

If the regional coordination center exhausts available resources within the categories outlined above, the regional coordinator will request additional resources through VEM operating from the EOC. Again, such allocation of scarce resources will involved an assessment of their availability, other request(s) for the same resource(s), either in-state or from participating EMAC states, or the priority assigned by the MACC director.

#### **VERMONT DONATIONS MANAGEMENT AND VOLUNTEERS**

**PRIMARY AGENCIES:** Department of Buildings & General Services

Vermont Commission on National & Community Service

**SUPPORT AGENCIES:** The Department of Public Safety:

**Emergency Management Division** 

Division of State Police Criminal Justice Services

Legal Counsel Secretary of State

Agency of Agriculture, Food & Markets

Agency of Human Services
Department of Health

Department of Disabilities, Aging & Independent Living

Department for Children & Families

Agency of Commerce & Community Development

Office of Economic Opportunity

Department of Housing & Community Affairs

Agency of Transportation
Agency of Natural Resources

Department of Environmental Conservation

Department of Fish & Wildlife

Department of Forests, Parks & Recreation

Department of Labor

Department of Public Service Vermont National Guard American Red Cross

Salvation Army

Food Bank of Vermont

Vermont Association of Broadcasters

Adventist Community Services

VTVOAD

Mennonite Disaster Service

**United Way** 

#### I. INTRODUCTION

#### A. PURPOSE

The purpose of this annex is to expedite the delivery of voluntary goods and services to support the relief effort in an affected area.

#### B. SCOPE

The scope of the effort is two fold: To coordinate response/recovery efforts as related to volunteers (unaffiliated) and to assure the expeditious response/recovery delivery of donated goods to the affected area.

Volunteers and Donations will be composed of entities with major roles in coordination of the volunteer efforts. The scope of the activities of this annex include, but are not limited to:

Maintain a donations dedicated phone number.

Maintain contact with local volunteer liaison.

Assess and prioritize affected area needs.

Deploy resources to meet specified needs.

#### II. POLICIES

- A. The state will maintain a centralized donations management system for supporting state, local and voluntary organization needs with appropriate domestic and international offers of donated goods, monies and volunteer services. The state government must be prepared to fully support the donations management system.
- B. The state will maintain a central phone number for handling donation inquiries and maintain a database system for recording offers of donated monies, goods and volunteer services. Information on these offers will be provided to state agencies, local governments, and volunteer agencies.
- C. The state and local government, with concurrence of the volunteer agencies, will encourage the donation of cash rather than clothing, food, or other items.
- D. The state will look principally to those private voluntary organizations with established donation structures already in place to receive and deliver appropriate donated goods to disaster victims.
- E. The state will encourage individuals interested in volunteering their personal services to affiliate with a recognized organization to facilitate their involvement in relief activities.

- F. The federal government will coordinate international offers of assistance for the state which meet acceptance criteria established by the Federal Emergency Management Agency in conjunction with the Department of State.
- G. Donations will be managed so as to minimize the impact on the recovery of the local economy.
- H. The state will use all available means to educate the public, the emergency management community, elected officials, and the media on the state donations strategy.
- I. The state will require local governments and participating volunteer agencies to develop and implement plans in accordance with these policies.
- J. Casualties.

A list of the dead and injured will not be available through the Donation Coordination Center office or Donations Phone Bank. Inquiries will be referred to the American Red Cross.

K. Charitable contributions (Tax write-offs).

Under Section 170 of the Internal Revenue Code, donations made to non-profit, tax exempt organizations can be deducted on individual tax returns, to the extent allowed by law.

#### **III. SITUATION AND ASSUMPTIONS**

A. Disaster Condition.

A significant natural or man-made event which is beyond the capability of local jurisdictions to respond has occurred. Impact on local manpower and resources, as well as an overwhelming public response would necessitate an organized utilization of volunteers and donations.

### B. Planning Assumptions

1. Once emergency conditions subside, individuals and relief organizations from outside the disaster area will begin to collect materials and supplies to assist the devastated region.

- 2. Individuals and organizations will feel compelled to go to the area to offer assistance.
- 3. When these situations occur a need for an organized response is imperative.
- 4. Local volunteer resources will experience a deficit in some, if not all areas. This will necessitate state and possibly federal assistance.
- 5. Suitable space and equipment may not be available from state resources to receive sort, store and ship un-designated/unsolicited donations and may have to be leased.
- 6. Suitable space and equipment will be made available to establish a donations Phone Bank and a Donations Coordination Center. At the present time a donations phone bank number has been reserved and will be activated when needed. The donations phone bank will be located in a conference room on the third floor at the Department of Public Safety.
- 7. Adequate personnel will be recruited from volunteer organizations, ie VTVOAD, to assist in the management and warehousing operations for an unsolicited/undesignated donation Reception Center, Donations Phone Bank and Donations Coordination Center.
- 8. Affected local government(s) will establish distribution centers within their jurisdictions convenient to the disaster area.
- 9. Multiple distribution sites may be required.
- 10. Unsolicited donations can be expected and must be planned for.
- 11. Non-useful and unwanted donations can be expected. These items could include unsorted or dirty clothing, used mattresses, highly perishable foodstuffs and worn out or cast off items i.e. junk.
- 12. The disposal of surplus or unneeded donations will be required.
- 13. Charitable and religious organizations will offer their assistance in managing and operating distribution centers at the local level.

#### IV. CONCEPT OF THE OPERATION

#### A. General.

- 1. The primary function of the Donations Management and Volunteer Services annex is to expedite the delivery of donated goods and services in order to meet the needs of the affected area. In all probability, the outpouring of goods and services will not parallel the needs of local government. Due to this imbalance, a state coordination group, comprised of volunteer organizations and state agencies will serve at the state Emergency Operations Center to match offers to needs. The program distribution of goods and volunteers will necessitate cooperation with other Common Functions and Emergency Support Functions at state and federal level. Close coordination with Local Distribution Centers, Local Emergency Operations Centers and Federal organizations and agencies will be primary for the State Coordinating group.
- 2. The goal in donations management is to establish a "pull" approach whereby goods and services, if they cannot be discouraged, are directed to central reception centers away from the disaster area where they can be sorted, organized and sent into the disaster area based on specific requests.
- 3. The full utilization of existing Private Voluntary Organizations donations management networks or systems is encouraged. This plan is not intended to take any function away from any PVO. The intent of this plan is to incorporate all private voluntary organizations to provide optimal coordination in responding to the needs of disaster victims in the most efficient and timely manner possible.
- 4. Monetary donations to existing Private Voluntary Organizations are at all times preferable to in-kind donations or material donations including voluntary services. Monetary donations are to be encouraged with all potential donors. The State of Vermont will not establish an un-designated disaster donations fund. This does not preclude local jurisdictions from establishing disaster donation funds.
- 5. Emergency management, local officials and private voluntary organizations must assess, as quickly as possible, the needs of the impacted disaster area and notify the Donations Coordination Center and the State Rapid Assessment & Assistance Team (S-RAAT) of those needs. This assessment must include unneeded items so as to discourage their donation.
- 6. Designated donations.

- a. A designated donation is an offer of a donation made to and accepted by an organization or a specific donation requested by an organization.
- b. Inquiries concerning donations for a specified organization will be referred to that organization. The organization accepting / receiving the donation will follow its own policies and procedures for handling the logistics involved.
- c. Once an offered donation has been accepted it is a designated donation and belongs to that agency.
- d. Once a donation is in the control of a Private Voluntary Organization, distribution of the donation will be accomplished by that organization's procedures and under the various accompanying plans, such as, Mass Feeding or Sheltering.
- e. Donors will be advised to label goods and to provide a detailed inventory with shipments. In addition, all shipments must be palletized for ease of unloading with loose items shrink wrapped.
- f. Donors will be discouraged from sending unsolicited donations directly to the disaster site. The donor will be informed their offer will be entered into the data base and will be called for when needed.
- 7. Unsolicited/un-designated goods.
  - a. Unsolicited/un-designated goods are those donations which arrive in the state but have not been requested by an agency.
  - b. Every effort will be made to designate every shipment to a specific agency.
  - c. As a last resort, shipments which are unsolicited and un-designated will be directed to the Reception Center.
  - d. At the Reception Center or if discovered at a check point, unsolicited and un-designated goods will first be directed to an agency that has agreed to accept such goods/services.
  - e. If an unsolicited donation arrives at a control point but is a shipment which is useable it will be directed to the Reception Center for sorting

# and distribution to private voluntary organizations involved in disaster operations.

- f. Unsolicited donations that cannot be directly sent intact to a using organization from the Reception Center will be unloaded, sorted, classified, and stored. If a portion of the shipment can be used immediately or if called for later, it will be reloaded and shipped to either a local Distribution Center, or private voluntary organization for distribution.
- g. Goods that are unsuitable for use by any organization involved in the disaster operation or that are deemed health hazards shall be rejected.
- h. <u>Under no circumstances will the donation of pharmaceutical supplies or other medicines be accepted from the general public.</u>
- i. Used mattresses will not be accepted.
- j. Items which circumvent this policy will be destroyed or donated to suitable charities.

#### 8. Transportation.

- a. The Donations Coordination Center will coordinate needed transportation of donations through the Vermont Emergency Management Division (VEM), or State Support Function (SSF1),
- b. The transportation of goods from the donor to the receiving organization will be the responsibility of the donor. Exceptions to this will be on a case-by-case basis and only for the most desperately needed items.
- c. Transportation of disaster supplies from the Reception Center to distribution points will be accomplished by varying means. The receiving organization can pick them up, line haul from the National Guard, private or corporate donated line haul services, or transportation provided by SSF 1.
- d. Transportation of disaster supplies from Private Voluntary Organizations (PVOs) will be the responsibility of the PVO in coordination with the transportation coordinator in the Donations Coordination Center (DCC) and State Support Function, (SSF 1) as required.
- e. Transportation of Donations will not be available from the Federal Government from the donor to the affected area.

# 9. Voluntary Services.

- a. Persons calling may wish to volunteer their personal time and services.
- b. The phone bank operator or others taking inquiries on volunteers will encourage individuals interested in volunteering services to affiliate with a recognized private voluntary organization or other organized group of their choice.
- c. Unaffiliated volunteers will be discouraged from going directly to any disaster site. Unaffiliated volunteers all too often become a burden to the relief effort instead of a help. Unaffiliated volunteers will be told their name and other pertinent information will be entered into the data base. They will be informed that volunteers are needed throughout the disaster cycle and they will be contacted when they are needed.
- d. The Vermont Emergency Management (VEM) Coordinator and local Emergency Management (EM) Directors may be asked to identify potential needed volunteers who have specific technical skills.
- e. Public sector volunteers will be registered through the Donations Management data base and will be called upon by agencies seeking particular skills. Professional volunteers, medical and building contractors will be screened for credentials.
- Local government and volunteer organizations involved in disaster may request public volunteers, as needed, from the Donation Coordination Center.
- g. State agency requests for public volunteers will be made through VEM to the Donation Coordination Center.
- h. Public volunteers received through the Donation Coordination Center will be coordinated with the State Volunteer Coordinator at the Donations Coordination Center.
- i. The American Red Cross (ARC) will coordinate the housing and feeding of public volunteers.
- 10. Corporate Donations.

- a. Corporate offers of bulk items will be accepted if they are needed in the disaster response and relief efforts. The donations coordinator will enter the necessary information in the data base.
- b. When necessary, information concerning the proper use of items being donated and expiration dates will also be entered into the data base.
- c. Donors will be advised to label goods and to provide a detailed inventory with shipments.
- d. Information on these resources will be made available to all private voluntary organizations, Emergency Management and State Support Functions (SSF's).

#### 11. Public information.

- a. Vermont Emergency Management's Public Information Officer in conjunction with private voluntary organizations will develop a program to educate the public and media concerning the state donations management plan.
- b. The program will be designed to encourage cash donations and to limit or stop the arrival of unwanted goods and services.
- c. The program should reach a wide variety of organizations such as civic/church groups, unions, PTAs, state, and other interested groups.
- d. Press releases, prepared in advance, will be issued immediately following a major disaster. These press releases will encourage cash donations to private voluntary organizations and will briefly explain some of the problems associated with unsolicited goods and services. Press releases will be determined by an assessment of needs.

#### 12. Requests for services.

a. Requests from local government and PVOs in affected jurisdictions for unmet needs will be forwarded to the Donations Coordination Center through the VEM, Joint Field Office or local Emergency Management Coordinator for attempted fulfillment. This does not preclude direct coordination with PVOs involved in the disaster operation by local jurisdictions.

- b. The Donations Coordination Center will coordinate requests with appropriate agencies.
- c. Once the request has been satisfied, information will be forwarded to the Donations Coordination Center who will maintain files and coordinate with the EOC.

# 13. Training.

- a. Persons involved in the implementation of the donations management plan must be trained and familiar with its contents.
- b. Copies of the donations management plan will be made available for reference, as well as copies of any press releases issued throughout the disaster period. It is imperative that individuals involved stay informed of all information being provided to the media.
- c. Individuals involved in the implementation of this plan should be polite to donors at all times. It is important that donors feel they are receiving undivided attention and that all offers are appreciated.

# B. Organization

#### 1. National Level

There is no federal ESF counterpart to Donations Management and Volunteer Services, but provision for a Federal Volunteer Coordinator has been made in the <u>National Donations Management Strategy</u> draft. The Federal Emergency Management Agency has a 1-800 number which can be diverted to Vermont's line or access to the data will be made available to Vermont. Federal Assistance may include transportation costs, warehousing, procuring equipment, logistics, technical assistance and donations debris removal.

#### 2. Regional Response

Region I Federal Emergency Management Agency will assign a Donations Coordinator at the Joint Field Office(JFO) as required to track information, maintain a data base available to all State Support Functions (SSFs), State and Local governments and Private Voluntary Organizations, and in addition, provide technical assistance where required.

## 3. State

The State Donations Coordinator (B&GS) and the State Volunteer Coordinator (VT Commission) will liaison with the Donations Management Team, local coordinators and the Federal Volunteer coordinator. Donations Management Team will coordinate with Federal Emergency Support Functions (ESFs), the SEOC and serve as an informational group as to the availability and coordination of donated resources.

# 4. City/Town

The City/Town will identify a Volunteer coordinator to interface with local volunteer organizations. This individual will be located at the Local EOC, Local Staging Area or Local Relief Center. When local resources are inadequate, the local Coordinator will contact the State EOC for additional assistance.

# 5. Local Recovery/Distribution Centers

Local Distribution Centers/Recovery Centers will be previously identified and will be activated as needed. The 1-800 line for resources will be accessible to the Distribution/Recovery Centers.

#### C. Notification

- 1. This donations management plan and implementing procedures will be activated in the event of a catastrophic disaster or other significant disaster causing a major need for resources. The Director, of the Division of Vermont Emergency Management will determine when these procedures will be implemented and will notify appropriate Vermont Emergency Management personnel, the State Emergency Operations Center agency representatives and participating voluntary organizations at that time.
- 2. Upon implementation of the donations management plan, the Director of Vermont Emergency Management will designate the State Disaster Donations Coordinator (B&GS). This position will coordinate the operations of the Donations Coordination Center, Donations Phone Bank (VT Commission), Reception Center and the efforts of the various agencies involved in this plan during disaster operations.

# D. Response Actions

1. Initial Action

- a. Initially, the State Disaster Donations Coordinator and representatives of participating voluntary organizations will be assigned a location in or near the Emergency Operations Center at the onset of the disaster to facilitate donations coordination and management. As the situation develops the Donations Coordination Center may move to the Reception Center or Disaster Field Office.
- b. Representatives from major volunteer agencies will be available to staff the Donations Management Team in the EOC.
- c. These representatives will be responsible for assessing unmet needs at the local level and providing resources and volunteers to meet these needs from the available voluntary response.
- d. Local EOC's will have a volunteer liaison responsible for the coordination of the voluntary effort in the local area. This liaison will assess local needs and relay this information to the State Volunteer and Donations Coordinators.
- e. The State Phone Bank will establish a central phone number for response to inquiries regarding donations. It is anticipated that initially 3 operators will be required. he ability to expand the number of operators will be established. A recorded message system must be established to handle excess calls.
- f. Six areas must be established as the situation dictates: a Donations Phone Bank at Vermont Emergency Management, a Donations Coordination Center, a Reception Center(s), control points, staging areas and local distribution centers. Vermont National Guard Armories will be used to the extent available and authorized.
- g. Local jurisdictions, county and municipal will establish Distribution Centers as the magnitude and severity requires.
- h. The Public Information Officer (PIO), through news releases and printed materials, will encourage cash donations rather than clothing food or other items including volunteers. In addition, the PIO will publicize the telephone numbers for the central donations phone line and any established donation lines for the Private Voluntary Organizations.
- i. Department of Buildings and General Services, will establish a data base to document all available resources and donation offers. Resource

information will be made available to all voluntary organizations, emergency management and SSFs.

- j. Control points will be established throughout Vermont to control traffic, provide directions to those delivering donations. These control points will be established at weigh stations and welcome centers as the situation dictates.
- k. Reception Centers will be established to accept unsolicited donated goods and then properly disburse goods and materials to the affected area.

# 2. Continuing Operations.

- a. The Donations Coordinating Center (DCC) will coordinate donations and volunteers with reported needs. The DCC may move to larger office space as the need dictates.
- b. The Phone Bank may expand as the situation warrants. As many as 6 operators and lines may be required in a major disaster.
- c. The Public Information Officer will continue to prepare coordinated news releases with the DCC on needed and unneeded donations and changes in information.
- d. Control points will continue operations based on traffic flow into the state. Control points may expand as the need arises and the situation warrants.
- e. Additional Reception Centers will open based on need and the situation.
- f. Local jurisdictions will open additional Distribution Centers based on need and the situation.
- g. Local jurisdiction will continue to coordinate unmet needs with the DCC for fulfillment.

# E. Recovery Actions

- 1. Initial Actions. Donations Management is a function of recovery that begins during the response phase. Those actions described in paragraph D1 above are the initial recovery actions.
- 2. Continuing Actions.

- a. The management of donated goods, services and volunteers continues as described until the needs of the disaster have been met.
- b. Demobilization.
  - (1) Disposal. It would be ideal if the delivery and proper use of all donations was fulfilled during a disaster. However, that will not be the case. Many items will be unsuitable and unneeded. These items will have to be disposed of properly.
    - (a) Recycle where possible. Used clothes can be turned into useable rags and other uses. Clothing could be turned to cash by selling clothing to companies which recycle.
    - (b) Redistribute to non-profit organizations such as Goodwill, Disabled American Veterans Thrift Shop and other such organizations.
    - (c) Donate to other disasters overseas through the Office of Foreign Disaster Assistance or the Adventist Development Relief Association and others.
  - (2) Local economic considerations.
    - (a) State and Local laws will apply when disposing of hazardous materials. Contracting for hazardous material disposal may be considered.
    - (b) Dumping food stuffs and other commodities on the economy may have an adverse effect on business and economic recovery of the affected communities and should be avoided.
  - (3) Public Sensitivity.

Disposal of donations and environmental concerns must be considered. All efforts must be made to use the donation as it was intended.

#### V. RESPONSIBILITIES.

- A. Primary Agencies: Buildings & General Services
  VT Commission on National & Community Service
  - 1. Serve as the lead agencies.

- 2. Provide the State Donations Coordinator (SDC) (B&GS).
  - a. Act as the lead with agencies/ organizations participating in Donations Management and Volunteers Services.
  - b. Coordinate with the VTVOAD to determine available resources and needs.
  - c. Identify and facilitate resolution of areas of responsibilities among agencies involved.
  - d. Maintain contact with county liaison to determine assistance needed and available resources.
- Establish the Donations Coordination Center.
- 4. Provide needed assistance as required through its field services and VTVOAD.
- 5. Marshal state resources as the situation may warrant through deliberation and consultation with the VTVOAD.
- 6. Request Federal Aid as required.
- 7. Organize and coordinate a donations management and volunteer SSF through the State Emergency Operations Center to manage, maintain and control donations management and volunteers as described in this plan.
- 8. Coordinate all private voluntary organizations involved in donations management.
- 9. Through the SERT and ESF 1 arrange for transportation as required during the reception, movement and distribution of unsolicited donations.
- 10. Establish a donations data base in accordance with guidance from the Federal Emergency Management Agency.
- 11. Ensure organizations accepting and distributing donations follow appropriate laws, regulations regarding health and safety considerations.
- 12. Public Information Officer (PIO).
  - (1) Draft and coordinate all news releases involving donations.

- (2) Prepare pre-event news releases in accordance with the guidance provided for release upon activation of this plan.
- (3) Develop a public education program in accordance with the guidance provided in this plan.

# B. Supporting Agencies.

# 1. Department of Public Safety

#### a. State Police Division

- (1) Be prepared to provide convoy support as the situation may dictate and as resources allow.
- (2) Provide accessibility to the Emergency Management resources stored at the Support Services Garage.

#### b. Criminal Justice Services

- (1) Provide for telecommunications support in the form of equipment, telephone lines and technical support to the Donations Phone Bank, Donations Coordination Center and Reception Center. Establish a 24 hour toll free, or 24 hour toll telephone number for all citizens and agencies desiring to donate money, services or other in-kind donations.
- (2) Provide Communication Technician Services in support of Response and Recovery Operations.

### c. Legal Counsel

(1) Provide legal counsel regarding acceptance of donated goods and services in order to address and prevent potential liability issues.

#### 2. National Guard

#### a. Vermont National Guard

(1) Be prepared to provide transportation for donated goods as the situation may dictate and as resources allow.

- (2) Be prepared to provide warehousing equipment and operators at designated Vermont National Guard Armories as circumstances may dictate in support of the Reception Center and as resources may allow.
- (3) Assist in general donations management support requirements as circumstances permit after consultation and deliberation with VEM.
- 3. State Volunteer Coordinator.
  - a. Act as liaison with the Donations Coordination Center, local coordinators and the Federal Volunteer Coordinator.
  - b. Coordinate with State agency volunteer coordinators regarding their status.
  - c. Assist voluntary agencies in obtaining needed services and goods.
- 4. Agency of Administration (Buildings & General Services)
  - a. State Surplus Property
    - (1) Provide available warehousing equipment resources as circumstances may dictate to the Reception Center(s).
    - (2) Identify operational warehousing equipment available at State Surplus Property as needed for use during disaster at the Reception Center(s).
    - (3) Be prepared to assist in establishing a Reception Center Warehouse operation(s) for unsolicited donations in accordance with Section VI to this Annex.
    - (4) Appoint a warehouse manager.
    - (5) Assist in the preparation of Standard Operating Guides (SOGs) for warehouse operations.
  - b. Buildings Department
    - (1) Provide required space and office equipment to accommodate the Donations Phone Bank, Donations Coordination Center, and Reception Center in accordance with Section VI to this Annex.

(2) In the event appropriate state property is unavailable coordinate the temporary lease of suitable locations with the Federal Coordinating Officer and ESF 7 Resource Support.

#### 5. Agency of Agriculture, Food & Markets

- a. Be prepared to provide line haul transport of food items to local distribution centers.
- b. Conduct inspections of food donations at the Reception Center and as required by PVOs warehouses.
- c. Conduct inspections of donated feed for farm animals and domestic animals and pets.
- d. In concert with the State Veterinary Board and the Health Surveillance Division of the Department of Health, solicit Veterinarian services to treat farm and domestic animals injured or displaced by the disaster.

#### 5. Department of Motor Vehicles - Enforcement Section

- a. Establish control points at state operated weigh stations as the situation requires.
- Appoint a coordinator for the Weigh Station Control Point operations during disaster operations.
- c. Be prepared to provide convoy escort as the situation dictates.
- d. Coordinate the flow of disaster relief traffic with the State Donations Coordinator.

#### Department of Health.

- a. Health Protection Division
  - (1) Through the SEOC representative provide health guidelines and medical rules and regulations for acceptance, handling and issue of in-kind donations.

- (2) Through the SEOC, the Health Protection Division provides health and medical inspection and oversight in the public interest as required to public and private facilities accepting and dispensing in-kind donations.
- (3) Provide professional medical information input in topic areas of common interest through the SEOC representative as it may concern the use of in-kind donations.
- (4) Conduct inspection of food and other items prior to distribution to disaster victims.

#### b. Community Public Health Division

Provide professional input in topic areas of common interest through the DEH SERT representative as concerns the redistribution of in-kind donations.

#### c. Health Surveillance Division

Provide professional input in topic areas of common interest through the DEH SEOC representative as it may concern communicable disease control and the utilization of in-kind donations.

#### 10. Agency of Human Services

a. Provide representatives in the EOC to assist the State Donations Coordinator in topic areas of common interest as it may concern in-kind donations and volunteers.

#### b. Department for Children & Families

Provide professional input in subject areas of common interest through the SEOC representative as it may concern the use of in-kind donations to shelter and mass care populations. This will include used clothing, food and other commodities. Be prepared to assist as necessary.

#### 11. Vermont State Medical Practice Board.

a. Provide Vermont license verification of Medical professionals who volunteer their services.

#### 12. Vermont Board of Nursing

Provide Vermont license verification of nursing professionals volunteering their services.

#### 13. Vermont State Veterinary Board

a. Provide Vermont license verification of Veterinarian professionals who volunteer their services.

#### 14. Local Government.

- a. Prepare plans to accept offers of donations to include in-kind donations, volunteers and offers of services.
- b. Appoint a local Volunteer Coordinator to coordinate with local volunteer agencies and unaffiliated public volunteers.
- c. Coordinate with local volunteer, community and religious organizations to manage and operate local distribution centers.
- d. Identify and secure pre-approval for warehouse and distribution space to be used in time of disaster.
- e. Identify alternate warehouse and distribution center space for contingency purposes.
- f. Immediately following impact, assess the needs of all affected communities to include, goods, volunteers and services. Communicate those needs to the State Donations Coordinator. Make requests for unmet needs through the SERT and/or Donations Coordination Center.
- g. Work with the State Donations Coordinator, State Volunteer Coordinator and Public Affairs Officer to meet needs of affected citizens.

#### 15. American Red Cross (ARC)

- a. Provide liaison to the Donations Coordination Center and the Reception Center.
- b. Coordinate with ESF 6 and ESF 8 to determine needs which could be filled by Donations or Public Volunteers received by the DCC.

- c. Provide organizational donation phone numbers to be provided to the donations phone bank for reference.
- d. Coordinate with your local offices and identify unmet needs.
- e. Act as the liaison with agencies with existing contracts with the ARC.

#### 16. Salvation Army (SA)

- a. Provide liaison to the Donations Coordination Center and the Reception Center.
- b. Assist with warehousing and distribution of donated goods.
- c. Provide organizational donation phone numbers to be provided to the donations phone bank for reference.
- d. Coordinate with your local offices and identify unmet needs.

#### 17. Office of Economic Opportunity

- a. Provide liaison to the DCC and the Reception Center.
- b. Prepare procedures to accept unsolicited donations of Food products when received by the DCC.
- c. Provide organizational donation phone numbers to be provided to the donations phone bank for reference. In addition, provide any particular donation requests to fulfill unmet needs.

#### 18. VTVOAD

- a. Provide liaison to the DCC and the Reception Center as required.
- b. Provide organizational donation phone numbers to be provided to the donations phone bank for reference. In addition, provide any particular donation requests to fulfill unmet needs.
- c. Provide liaison to the Donation Coordination Center when active in the disaster.

- d. Provide volunteers to assist phone bank and reception center operations, transportation, distribution or other volunteer services within your charter.
- e. When active in disaster relief operations provide organizational donation phone numbers to be provided to the donations phone bank for reference. In addition, provide any particular donation requests to fulfill unmet needs.
- f. Provide agency profiles to the Division of Emergency Management.

#### 19. Amateur Radio/RACES

- a. Provide communications support to Division of Motor Vehicles Enforcement section at weigh stations designated as control points in accordance with this Annex.
- b. Provide communications support to the Reception Center and Donations Coordination Center as required.
- 20. Common responsibilities to all agencies involved in Donations Management.
  - a. Administration.

All agencies involved are to maintain logs and journals on all activities as they concern financial matters, trip reports, matters of institutional knowledge and concern, recordings of vital data, and after action reports or critiques. Lessons learned are always essential to ongoing planning effort.

#### b. Audits.

- (1) The organization accepting donations of goods and/or cash will follow its own internal policy and procedures for audits.
- (2) All organizations which receive and apply donated items as their resources need to record the following:
  - (a) The donor's name and address.
  - (b) What was donated.
  - (c) How was it used/to what purpose was it applied.
  - (d) The final disposition of the donation.

#### VI. RESOURCE REQUIREMENTS

Resource requirements for donations management are dependent upon the size of the disaster and the media response to the plight of the victims. The resources listed below are for planning purposes and are not to be considered all inclusive. This list is based on a large but not catastrophic disaster.

- A. Donations Coordination Center.
  - 1. Space and equipment.
    - 400 sq ft office space
    - 8 telephone sets
    - 8 Phone lines
    - 12 Chairs
    - 5 six ft long tables
    - 4 4x8 display boards
    - 1 copy machine with paper
    - 1 Fax machine with paper
    - 2 Laser printers with paper
    - 6 complete computer work stations (LAN)
    - 100 State highway maps.
  - 2. Utilities, heat, cooling, electricity, water, sanitation/hygiene.
  - 3. Personnel
    - a. State Donations Coordinator
    - b. State Volunteer Coordinator
    - c. Administrative Staff
    - d. VOAD Liaisons
    - e. Data entry
  - 4. Vehicle for SDC/SVC.
- B. Phone Bank Number.. To Be Assigned When Needed

#### 1. Facility and equipment

400 sq ft of office space

- telephone sets 6
- 6 phone lines
- 8 operator head sets
- 8 chairs
- 4 six foot tables
- 1 4x8 display board
- 1 copy machine with paper
- 1 fax machine with paper
- 1 laser printer with paper
- 2 complete computer workstations

#### 2. Personnel

- a. Operator per unit
- b. Supervisor per 4-8 operators
- c. Coordinator
- d. Data entry operators

#### C. Reception Center(s)

#### 1. Facility requirements

10,000 - 30,000 sq ft of covered space 1 loading dock (minimum)

Feeding facility or mobile kitchen

Sanitation port-o-johns

lodging nearby

waste disposal, dumpsters and pick-up

parking for volunteers or shuttle from remote area

Parking or staging for trucks.

located 20-40 miles outside the disaster area.

located on or near main arteries, airport and rail.

Consider one per main route to the disaster area.

#### 2. Material handling equipment.

Conveyor belts

**Forklifts** 

Pallet jacks or motorized dollies

Ramps

Boxes - various sizes

Shrink wrapping equipment

Extra pallets

Racks to warehouse pallets

Work gloves

Signs

Markers

Tables for sorting

Fuel and oil supply for forklifts

**Empty trailers** 

Refrigeration

#### 3. Office Equipment

Phone lines

Phones

Fax

Copier

Six foot Tables

Chairs

Complete computer workstation (LAN)

#### 4. Personnel

- a. Manager
- b. Administrative staff
- c. Shipping staff
- d. Receiving Staff
- e. Warehousing/sorting staff.
- f. Volunteer labor/staff

### VII. DATA REQUIREMENTS (ESSENTIAL EMERGENCY INFORMATION)

- A. Boundaries of the disaster area.
- B. Status of transportation systems.

### STATE OF VERMONT EMERGENCY OPERATIONS PLAN September 30, 2009

- C. Access points to the disaster area.
- D. Location of local distribution centers.
- E. Local point of contact for donations management
- F. Estimated number of disaster victims.
- G. Estimated number of homes destroyed, uninhabitable, or habitable with emergency repairs.
- H. What donation resources, in-kind, services and volunteers are needed to meet human needs?
- I. What donations are unneeded?
- J. What is the effect of media attention?

#### VIII. REFERENCES

#### IX. TERMS AND DEFINITIONS

A. Control points/Staging Areas

Officially designated points such as weigh stations and rest stops where trucks can be inspected, scheduled, turned back, or escorted into a designated reception center, warehouse, or distribution center.

B. Corporate Donations

Donations that are offered by corporations. These are usually mass quantities of specific items.

C. Designated donation

A designated donation is an offer of a donation made to and accepted by an organization or a specific donation requested by an organization.

D. Distribution Centers

Facilities operated by local governments, local churches, community based organizations, and voluntary agencies for providing donated goods directly to disaster victims.

#### E. Donations Coordination Center

An area designated for the coordination of goods, services and volunteers. This center will be for the State Donations Coordinator, the State Volunteer Coordinator, FEMA Donations/Volunteer Coordinator and representatives of participating Volunteer Agencies.

#### F. In-kind donations

Donations of goods or materials, such as food, clothing, equipment, and building materials instead of money.

#### G. Public Volunteers/Unaffiliated volunteers

Volunteers that are not affiliated with a volunteer agency that wish do donate their time in a disaster.

#### H. Reception Center

A facility to receive specific, un-designated or unsolicited goods such as food, water, clothes and building supplies.

#### I. State Donations Coordinator

The person designated by the Commissioner of Buildings and General Services, in coordination with the Director, VEM, which will be in overall coordination of the Donations effort. This person will oversee the phone bank, Donations Coordination Center and coordinate efforts of the control points and reception center.

#### J. State Volunteer Coordinator

The person designated by the Director, Vermont Commission on National and Community Service, in coordination with Director, VEM, to coordinate the efforts of the various volunteer agencies and unaffiliated volunteers. Acts as the liaison with local volunteer coordinators.

#### K. Undesignated/Unsolicited donation

### STATE OF VERMONT EMERGENCY OPERATIONS PLAN September 30, 2009

Unsolicited/Un-designated goods are those donations which arrive in the state but have not been requested by an agency.

L. Volunteer agency facility

Facilities operated by independent agencies for donations that are specifically solicited by their agencies.

							VT	VOAD M	EMBER	R CAPA	BILITI	ES										
Organization	* P/R	Animals	Childcare	Clothing	Communi- cation	Counsel-ling	Donatng- Goods Coord	Donations- Warehs	Education	Financial- Emerg	Financial- LTerm	Food Prep,Serv	Food Supply	Housing Emergency	Housing Constr-Repair	Medical Assist	Needs Assess LTerm	Long term needs	Respite for Voluntrs	Transp	Volunt-Assist	Volunt-Train
Adventist Comm Svcs	Р		СХ	СХ																		Х
American Baptist Men					Х										Х							
American Radio Relay	Р				СХ																	
American Red Cross	P							Х	Х	СХ		СХ		СХ	СХ	СХ						Х
Boy Scouts	R																				Х	
Catholic Charities	Р					Х					Х				Х			Х				
Christian Ref Wrld Relief	Р		Х			Х									Х						Х	Х
Church of the Brethren	R		Х												Х							
Church World Service	Р										Х							Χ				
Civil Air Patrol	Р				Х			Х								Х				СХ	Χ	
COPAC	Р																					
Fed Emerg Mgmt(FEMA)	R								Х													
Girl Scouts	R																				Χ	
Humane Society of US	Р	СХ																				
Mennonite Disaster Relf	R														Χ							
Lutheran Disaster Resp	R					Χ					Χ										Χ	
Nazarene Disaster Resp	R																					Χ
Phoenix Society	R					Χ																
Presbytery of N.E.	Р														Χ			Χ				
Salvation Army	Р			Х		Χ	Х			Х	Χ	Х	Х	Χ		Х		Χ		Х	Χ	
St Vincent De Paul	Р										Х							Χ				
Southern Baptist Conv	R		Х			Χ					Х	Х			Χ						Χ	
United Church of Christ	Р					Χ						Х	Х	Χ	Χ			Χ	Χ	Х	Χ	
Unitd Methodist(UMCOR)	Р		Х								Х							Χ			Χ	
Vt Dept Social Welfare	R													Χ			СХ	СХ				<u>I</u>

Vt Ecumenical Cncl	Р					СХ					СХ	Х		Х	Х	Х	Х	СХ		
Vt Emergency Mangmt	Р							СХ	СХ											
Vt Food Bank	Р												СХ							
Volunts in Tech Assistc	R							Х												
Vt Office Econom Oppty:	Р																			
1. BROC (Rut,Ben)	***						Х						Χ			Х	Χ		Χ	
2. CVCAC (Lam,Ora,Wash)	***												Χ		Χ	Χ	Χ		Χ	
3. CVOEO (Ad,Ch,Fr,GI)	***									Χ	Χ		Χ	Χ		Χ	Χ			
4. NEKCA (Cal,Ess,Orl)	***									Х			Χ	Χ		Х	Χ			
5. SEVCA (Wdm,Wdr)	***		Χ	Х			Х	Х		Χ	Χ			Χ	Χ	Х	Χ			
* P = Participating Member																				
* R = Resource																				
C = Coordinate Effort																				
X = Provide Resource																				
*** = Available to serve as Loc	al Disa	ster Fur	nd Fisc	al Ageı	nt (if de	sired by	y commur	nity)												

SUBJECT: Local Distribution Point Planning for Commodities

- **1. Purpose:** The purpose of this document is to provide state, local and tribal agencies guidance when planning for distribution of emergency supplies and commodities to the public. This guidance centers on local distribution points where the commodities are placed into the victims' hands.
- 2. <u>Introduction:</u> The US Army Corps of Engineers (USACE) provides predictive models of commodity needs based on hurricane winds, track of the storm, population density, and estimated number of residences without power. These models predict people "in need." This fact is very important for determining the amount of commodities that may be required; however, this fact is useless if commodities can't be placed into the victims' hands in a timely manner. The 2004 hurricane season proved that the ability to <u>distribute</u> commodities to the public is the controlling factor to determine supply, not the people "in need" as the models show. To successfully accomplish the commodity distribution mission, we must literally "begin with the end in mind." The successful execution of a distribution plan is essential for success. The plan must have pre-determined locations of distribution points, layout plans for each point, and must include equipment and manpower requirements.
- **3. Overview:** The type and quantity of supplies that the public will need in the aftermath of disasters or other crises will vary due to many factors and no one event will be just like another. Experience in emergency response over the years suggests some common necessities that the public will require to meet health, safety, and lifesaving needs. They include potable water (usually bottled), packaged ice, Meals Ready to Eat (MRE) and other supplies. In small scale disasters and in the initial hours of larger disasters, these commodities are often supplied by state and local governments, donations from industry, and volunteer agencies. When the need for commodities exceeds the state's capability, under a Presidential Declaration, the state can request that FEMA provide the additional requirements. FEMA will provide commodities stored in bulk quantities at regional logistics centers in various locations and, if needed, task ESF#3 (USACE) to purchase additional quantities of ice and water. The FEMA/USACE provided commodities are delivered from the federal staging areas to state logistical staging areas where the state inturn supplies the local distribution points. These commodities and supplies are most often delivered in over-the-road tractor trailer loads. Since these types of trucks (eighteen wheelers) are eighteen to thirty feet long, with a trailer that is forty-five to fifty-two feet long, large open areas are required to accommodate the vehicles with their loads. Distribution points must be areas that are paved, concrete, or gravel hard-stand that can withstand loads that are at load limits of national roadways. In addition to the area needed for the trucks, planning must include area for unloading, dumpsters, proper traffic flow, stockpiles, and ingress and egress for the distribution to the public. Figure 1 below shows the general flow of commodities from Federal to State to local distribution points.
- **4.** <u>Key Background Information:</u> We live in a "just in time" world. The vendors that supply bottled drinking water, packaged ice and other commodities are geared to supply their normal

business clients. They minimize storage costs and personnel costs by keeping production in line with demand. In large response efforts, packaged ice and water are provided from all over the US and Canada in order to meet the immediate demand. The same is true with the trucking

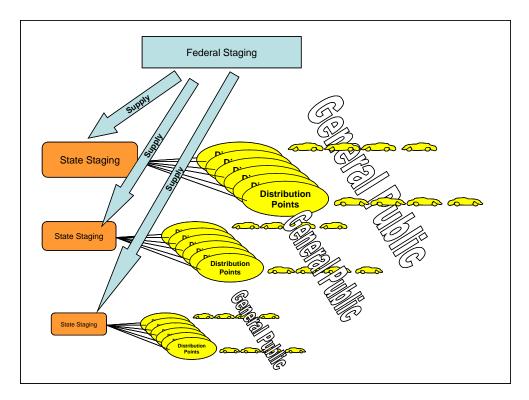


Figure 1

industry. Large, over-the-road trucks are seldom idle and are in business to serve clients. This is especially true of refrigerated vans which are in high demand. When disaster strikes, the commercial world has to change their normal business structure to provide support to the effort. Vendors have to continue to support their normal customer base and gear up operations to support disaster requirements. This process, by rule of thumb for large orders, takes 48 hours during the weekday to deliver up to 50 loads and 72 hours to deliver up to 50 loads if initiated on a Friday after 12:00 noon. Because of these factors, the pre-positioning of commodities for a pending event is crucial.

4.1 In past responses, the industry has been impacted by large orders being cancelled and then re-ordered the next day. You can imagine the whiplash to their additional personnel, bottle suppliers, delivery schedules, trucking assets, and existing customers, that this can cause, especially on a weekend when they normally are not working. We will never eliminate this type of situation, but we as responders need to understand the repercussions to our business partners. Another re-occurring impact is to the trucking industry. When large numbers of trucks sit for 4 or 5 days at a staging or distribution site without being off-loaded, there is a huge impact on re-

supply, costs, and can result in trucking companies refusing to participate in future efforts. Our planning efforts must include ways to off-load trucks quickly to free up this limited resource. It's a lot better for the victims of a disaster to have a little ice melt at a distribution point than to hold the refrigerated truck and keep it from delivering another load.

- 4.2 Another key aspect of commodities planning is the understanding of the "pipeline effect." The need for commodities is directly proportional to commercial power. If the power is out the need is there. When the power returns (with the exception of a contaminated water supply) the need is gone. During response operations the power restoration process must be closely monitored and commodity supplies adjusted. The pipeline is defined as all the commodities purchased but not yet delivered and all the supply trucks that are in route between the supplier and the distribution points. In large operations this number can be in the hundreds and if the power grid suddenly comes on line, then the trucks and commodities in the pipeline will represent excess stockage. The pipeline effect will most always happen, but we as managers must reduce the effect as much as possible through planning, communications, and coordination.
- 4.3 Distribution points provide a great place to communicate to the public by means of informational handouts. Community relations personnel are included in the distribution resource plan. The key is to have the information packaged in a handout format to prevent people from exiting their vehicles. Maximum vehicle flow is crucial to reaching as many people as possible.
- **5. Planning Factors:** The following are general information and common planning factors that, if used by all, will help in coordinating and communicating during the planning and response process.

#### 5.1 General Information:

Ice: 8 lbs (1bag) per person per day

40,000 bs per truck load

20 Pallets per truck, 2000 lbs per pallet, 250 – 8 lbs bags per pallet, 5000 bags per truck

25 Trucks = 1 million lbs

Water: 3 liters or 1 gal per person (3.79 liters per gal)

18,000 liters or 4,750 gal per truck

20 Pallets per truck, 900 liters per pallet, 237 gal per pallet, 1900 lbs per pallet

212 Trucks = 1 million gal

MREs: 2 MREs per person per day

21,744 MREs per truck load

12 MREs per case, 1812 cases per truck

46 truck loads = 1 million MREs

Tarps: 4,400 tarps per truck load

Tarp size is generally 20' x 25'

#### 5.2 Shelters and Mobile Kitchen Requirements:

Shelters will require a mixed load of commodities consisting of 3 pallets water, 1 pallet ice, 1 pallet MREs per 500 person facility.

Mobile kitchens require 2 trailers water and 1 trailer ice per 10,000 meals per day per site.

- 5.3 <u>Distribution Point Planning</u>: The following are assumptions used for distribution planning:
- Victims will drive through a distribution point and be served without leaving their vehicles.
- Each car represents an average family of 3.
- Each vehicle passing through a distribution point will receive the following:

2 or 3 bags of ice

1 case of water (9 - 12 liters)

6 MREs

1 tarp

1 truck load of ice and water will serve 1,660 vehicles or about 5000 people

1 truck load of MREs will serve 3,624 vehicles or about 10,000 people

1 truck load of tarps will serve 4,400 vehicles or about 4,400 homes

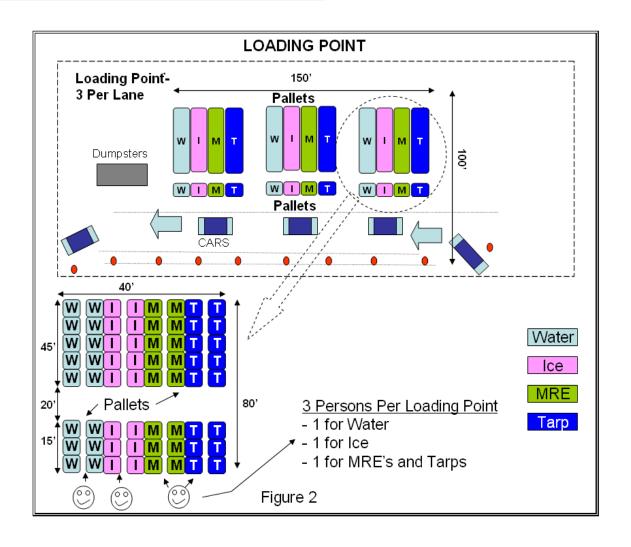
Distribution points will be open to the public for 12 hours per day.

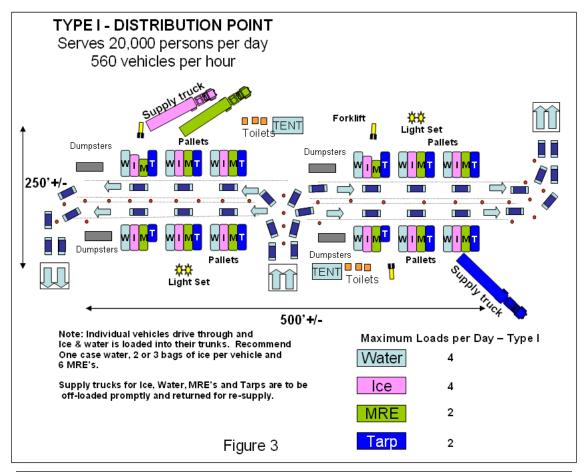
Re-supply of distribution points will primarily be at night (while the point is closed to the public).

A loading point is where a stockpile of ice, water, MREs, and tarps are located. Each loading point has a team of people (1 for water, 1 for ice, and 1 for MREs/tarps) that load these items into the vehicle as it stops in front of their position (see Figure 2).

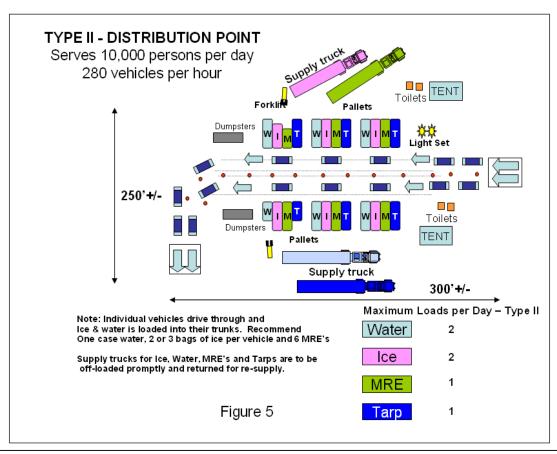
Based on past experience, a well planned and operated distribution point with one lane of traffic and 3 loading points can service 140 cars per hour. Based on a 12 hour work day, about 1,680 vehicles or  $1,680 \times 3 = 5000$  people can be served.

**6.** <u>Layout plans for distribution points:</u> The following plans provide examples of different sizes of distribution points and the resources required for operations:

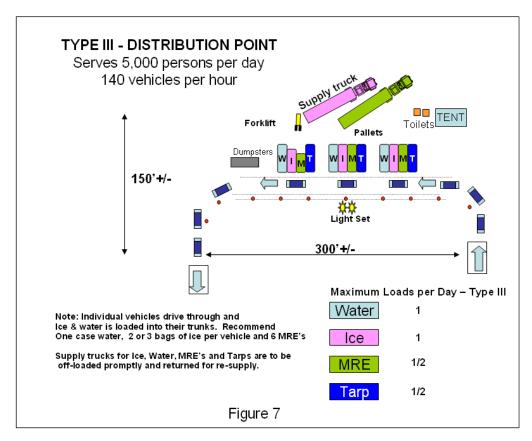




	Type I Distribution Point Resources Required														
		Type I Distribution Point													
		Man	pov	ver		Equipment	t								
		Туре		Day	Night	Type	Number								
		Manager 1 0 Forklifts 3													
	qisi	Forklift Operat	or	2	3	Power Light Sets	2								
	sponsibility	Labor		57	4	Toilets	6								
	Res	Loading Point	36			Tents	2								
	ocal F	Back-up Loading PT	18			Dumpsters	4								
	Loc	Pallet Jacks Labor	3			Traffic Cones	30								
		Totals		70	9	Two-way radios	4								
	Others	Law Enforcement	ent	4	1	·									
	Oth	Community Ro	el.	4	0										
		Grand Total		78	10										
,				F	igure 4										



#### **Type II Distribution Point Resources Required Distribution Point** Type II Manpower Equipment **Night** Number Type Day Type Team Leader 0 **Forklifts** 2 1 Responsibility Forklift Operator 2 Pallet Jacks 2 1 Labor 28 3 **Power Light Sets** 1 18 **Toilets** 4 Loading PT 2 **Tents** Back-up Loading PT Local 2 **Dumpsters** Pallet Jacks Labor **Traffic Cones** Totals 30 5 15 Law Enforcement 2 1 Two-way radios 0 2 0 Community Rel. **Grand Total** 34 6 Figure 6



#### **Type III Distribution Point Resources Required** Type III Distribution Point Manpower Equipment Type Type Number Day Night Team Leader **Forklifts** 1 0 1 Responsibility **Forklift Operator** 1 1 **Pallet Jacks** 1 14 2 **Power Light Sets** 1 Labor 2 9 Toilets Loading PT 1 **Tents** Back-up Loading PT -ocal 1 **Dumpsters** Pallet Jacks Labor **Totals Traffic Cones** 10 16 3 1 Law Enforcement 2 Two-way radios 0 Community Rel. 1 0 **Grand Total** 19 4 Figure 8

- 7. <u>Planning Methods:</u> This section will discuss methods to determine the location and number of distribution points (DP), provide suggestions for supplying manpower and equipment resources, and discuss distribution point operations.
- 7.1 <u>Determining the Location and Number of DP:</u> The number and general location of most DPs will be determined by population; however most all tribes, municipalities, and or major communities will require a DP and, in some cases, several DPs.

The number of DPs can be determined mathematically. The Excel model shown in Figure 9 will calculate the number of DPs required when the total number of people without commercial power is entered. The model uses a 40% factor to calculate the estimated number of people that will visit a DP. This figure is an estimated average percentage based on past experience. The model also considers only Type III DPs which consist of a one lane operation. A Type III DP provides for 5000 people and can handle one truck load of ice and water per day along with MREs and tarps. Therefore, for every truck load of ice or water ordered, there should be a corresponding DP or lane for off-loading. The number of actual DPs can be lowered if Type I or Type II DPs are used; however, the number of "lanes" will remain the same. For example: If the model computes 32 Type III DPs, then that would equal 16 Type III and 8 Type II; or 16 Type III, 4 Type II and 2 Type I; all equaling 32 lanes.

Another method for determining the number and location of DPs is through Geographical Information Systems (GIS). GIS can produce a dot density map that provides a visual dot for a selected density of population. To determine the location of DPs, a dot density map should be produced based on a density of one dot for every 12,500 people (40% of 12,500 = 5000, the number of people served by a Type III DP). The location of the dot will provide a general start for locating a DP; however, as stated before, consider all tribes, municipalities, and/or major communities having at least one DP.

The pre-planning of DP locations is critical to the public. This allows the locations of the DPs to be known to the public prior to an event before communications are impacted. This also allows for route clearing priorities and route mapping to be performed during the pre-planning process in lieu of the response process.

7.2 Resourcing DPs: DP operations, including manpower and equipment, are a local responsibility. A partnership between the community and response planners is essential for the establishment of a successful distribution system that serves the public in their time of need. The most challenging resource to provide is manpower. Most local governments depend on the National Guard, volunteer fire departments, church groups and other volunteer agencies for manpower. All of these sources are viable; however, close coordination is needed to assure local governments are not using a specific resource in multiple locations. One good example of using a local resource is the use of local churches in the disaster area. Some churches have very large

parking areas that work well for a Type III DP and the church can work with their congregation to establish a ministry to man and operate the DP. This example uses people from the community to help people in the community. Figures 4, 6, and 8 show the personnel and equipment requirements for each type of DP. The Excel model in Figure 9 provides a total roll up of personnel and equipment for all the DPs required.

Each DP requires an equipment package, as shown in Figures 4, 6, and 8. If the disaster receives a Presidential Declaration, then the costs for renting this equipment will qualify for Federal reimbursement. It is recommended that the planning agent, city, county, or tribal agency provide the equipment to the DPs located within their area of responsibility. Planning agents should work with local vendors and have agreements in place to provide the required equipment. The rates, either hourly, daily, or weekly, should be discussed with the State Emergency Management office and FEMA to get guidance on best practices. This suggested method of supplying equipment helps prevent duplication and allows for easier reimbursement.

7.3 <u>DP Operations:</u> The successful operations of a DP require a DP Team Leader or manager that understands the purpose, functions, and requirements of a DP. A successful Team Leader or manager must have the skills to motivate people, organize shifts, assure the right equipment is available, keep records on equipment usage, gather/record information on deliveries, arrange for future deliveries based on usage, and act as the primary POC for the DP with the local emergency management agency and possibly state or federal interest. Figures 11 – 14 are tracking charts that gather key information on deliveries. This information, as well as any contract/delivery forms that require signing by the delivery driver, must be collected and maintained until local, state, or Federal officials collect it. This information is vital for documenting payment to the delivery contractors.

Key checklist items for DP operations:

Adequate Manpower (Consider backups for each position)
Equipment (Forklift and pallet jack a must)
Site Layout, good traffic flow
Room for delivery trucks (18 wheelers without disrupting operations)
Qualified Forklift Operator
Security (Help with the general public)
Traffic Control (Police at main intersections)
Signs identifying the site as "Commodities Distribution Point"
Request a Community Relations person to help handout information to the public
Always keep safety first
Provide a notebook for securing delivery charts and receipts
Communications (Team Leader or manager will require communications)
Train an assistant for night operations
Ask for technical help through your Emergency Manager if assistance is needed

This is an active Excel File, simply double click on the face of the sheet, enter the # of people without power and push the enter key, the data will update with each entry.

### **USACE PRE-EVENT Commodities Model**

Enter # of people without power (Equals number of customers x 3)

500,000

# of people requiring commodities

200,000

# of Type III Dist. Points Req'd

Number of truck loads required

72 Hour Planning Total >

per day for 24 days

40

Days

2

3

	Type III	Dist.	Point	
Manpower	Day	Night	Equipment	
Local Req.			Forklifts	40
Forklift Oper	40	40	Pallet Jacks	40
Laborers	600	80	Traff Cones	400
Total	640	120	Light Sets	40
Law Enf	80	40	Toilets	80
Comun Rel	40	0	Tents	40
Grand Total	760	160	Dumpsters	40

Water

Loads

40

37

33

1.10

30

26

K Gal

173.7

157.4

141.1

124.9

Tarps Loads Each 45 200,000 MREs Loads K Pounds 1463 18 391,392 1326 17 360,329 .55 1189 323,054 15 1051 13 285,778

ICE .

Loads

37

33

110

30

26

	6	23	108.6	23	914	11.4	248,503
	7	19	92.3	19	777	9.7	211,227
60% Power back on-line >	8	16	76.0	16	640	8.0	173,952
	9	15	68.9	15	580	7.3	157,644
	10	13	61.8	13	520	6.5	141,336
	11	11.5	54.6	11.5	460	-	-
	12	10.0	47.5	10.0	400	-	-
	13	8.5	40.4	8.5	340	-	-
	14	7.0	33.3	7.0	280	-	-
	15	5.5	26.1	5.5	220	-	-
90% Power back on-line >	16	4.0	19.0	4.0	160	-	-
	17	3.5	16.6	3.5	140	-	-
	18	3.0	14.3	3.0	120	-	-
	19	2.5	11.9	2.5	100	-	-
	20	2.0	9.5	2.0	80	-	-
	21	1.5	7.1	1.5	60	-	-
	22	1.0	4.8	1.0	40	-	-
	23	0.5	2.4	0.5	20	-	-
	24	0.0	0.0	0.0	0	-	-
Total Loads		312.0	1482.0	312.0	12480	125	2,728,095
_		Fig	ure 9			-	-

Figure 9

This is an active Excel File, simply double click on the face of the sheet, enter the # of active Distribution Points and push the enter key, the data will update with each entry.

### USACE POST EVENT Ordering Model

Enter Number of Type III Dist. Points to be used

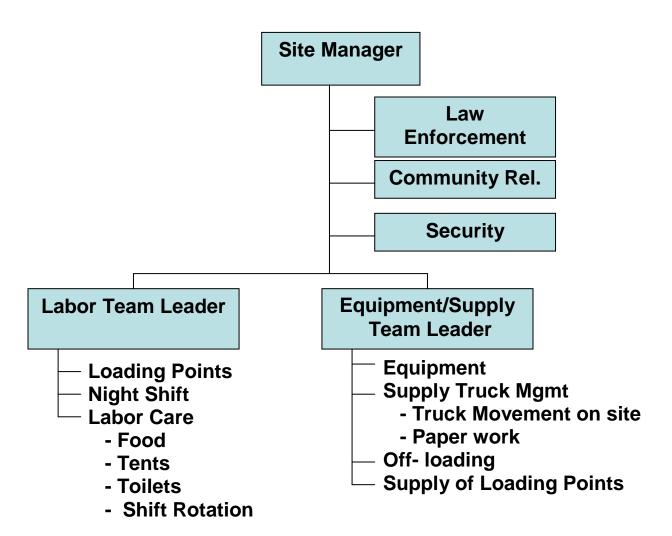


- 1 Type II = 2 Type III
- 1 Type I = 4 Type III

Number of truck loads required		· Water ·	****	ICE	1. 1. 1. 1. 1.	10000	MREs	11111	Tarps
per day for 24 days	Days	Loads	K Gal	Loads	K #	Loads	Each	Loads	Each
	1	32	152.0	32	1280	16	347,904	•	
	2	29	139.0	29	1170	15	318,084		
	3	27	125.9	27	1061	13	288,263		
Initial Order									
(72 Hour Planning Total) >		88		88		44		36	160,000
	4	24	112.9	24	951	12	258,443		
	5	21	99.9	21	841	11	228,623		
	6	18	86.9	18	731	9.1	198,802		
Next Order									
(next 72 Hour Planning Total) >		63		63		32			
	7	16	73.8	16	622	7.8	168,982		
60% Power back on-line >	8	13	60.8	13	512	6.4	139,162		
	9	12	55.1	12	464	5.8	126,115		
	10	10	49.4	10	416	5.2	113,069		
	11	9.2	43.7	9.2	368	-	-		
	12	8.0	38.0	8.0	320	-	-		
	13	6.8	32.3	6.8	272	-	-		
	14	5.6	26.6	5.6	224	-	-		
	15	4.4	20.9	4.4	176	-	-		
90% Power back on-line >	16	3.2	15.2	3.2	128	-	-		
	17	2.8	13.3	2.8	112	-	-		
	18	2.4	11.4	2.4	96	-	-		
	19	2.0	9.5	2.0	80	-	-		
	20	1.6	7.6	1.6	64	-	-		
	21	1.2	5.7	1.2	48	-	-		
	22	8.0	3.8	8.0	32	-	-		
	23	0.4	1.9	0.4	16	-	-		
	24	0.0	0.0	0.0	0	-	-		
Total Loads		249.6	1185.6	249.6	9984	101	2,187,446	36	160,000

Figure 10

# ORGANIZATION CHART – TYPE II AND III DISTRIBUTION POINT SITE MANAGEMENT



### **Ice Tracking Chart -** Figure 11

			.,				Barcode (If	Quantity	Departure
Date	Time	Contract Number	Vendor Name	Driver Name	Driver Phone #	Trailer #	Avail)	Delivered	Time
	1								
	1								
	+ +								
	+ +								
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	1								
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### Water Tracking Chart - Figure 12

			.,				Barcode (If	Quantity	Departure
Date	Time	Contract Number	Vendor Name	Driver Name	Driver Phone #	Trailer #	Avail)	Delivered	Time
	1								
	1								
	+ +								
	+ +								
	<del>                                     </del>								
	1								
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							ļ		
	1								
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	<del>                                     </del>								
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									<u> </u>

### **MRE Tracking Chart -** Figure 13

							Barcode (If	Quantity	Departure
Date	Time	Contract Number	Vendor Name	Driver Name	Driver Phone #	Trailer #	Avail)	Delivered	Time
									<del>                                     </del>

### **Tarps Tracking Chart - Figure 14**

							Barcode (If	Quantity	Departure
Date	Time	Contract Number	Vendor Name	Driver Name	Driver Phone #	Trailer #	Avail)	Delivered	Time
	<del>                                     </del>								
				l	<u> </u>				